

Internship & Learning Experience Policy

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Purpose

QG Internship and Learning Experience programs provide QUT University students with an opportunity to gain hands-on practical experience and invaluable industry insight.

In partnership with QUT University, QG internships allow students to complete the requirements of their QUT University Placement Units or WIL.

The Internship & Learning Experience Policy supports students to perform voluntary work without the expectation of monetary compensation.

Application of this Policy

This policy does not form part of any contract of employment or any industrial instrument, will be subject to regular review and may be amended by QG from time to time.

This policy applies to all students who are undertaking an approved QUT University placement with QG under the Internship Program. The Internship Program endeavours to provide professional work experience to QUT Students as a part of completing their University degree.

This Policy also applies to all students who are participating in the QG Learning Experience Program to further their own knowledge. The Learning Experience Program is a volunteer opportunity for all QUT Students to provide a greater understanding of career options in a workplace environment

Students undertaking a placement under the Internship Programs will be referred to in this policy as **Interns**. Students participating in the Learning Experience Program will be referred to in this policy as **Volunteers**.

Insurance

Interns and Volunteers are not covered by QG's workers compensation insurance.

Interns. As unpaid Interns undertaking an approved QUT University placement, interns will be covered by QUT University's Personal Accident and Public Liability insurance policies

Applying for an internship or volunteer position

Students need to get approval to become an intern through their QUT University Faculty Office. Students do not need anyone's approval to participate as a volunteer in the Learning Experience Program.

Students then apply by sending their Intern Application Form, CV and Cover Letter to the relevant QG Manager via post or email.

QG will then participate in interviewing and selecting potential applicants.

If the internship or volunteer position involves working with children, then a Working with Children Check must be completed before any volunteer work with children is undertaken.

Intern and Volunteer Rights and Responsibilities

Interns and Volunteers have the right to:

- a) work in a healthy and safe environment;
- b) be engaged in accordance with equal opportunity legislation;
- c) be paid out of pocket expenses;
- d) be provided with a copy of the QG Internship & Learning Experience Policy and other relevant policies and procedures and treated with fair process;
- e) have access to a grievance resolution procedure; and
- f) be provided with appropriate induction and training for their volunteer role.

Interns and Volunteers assisting QG have a responsibility to:

- a) sign QG's Work Placement and Internship Agreement;
- b) adhere to QG policies and procedures;
- c) attend induction and training programs;
- d) work under the supervision and direction of a QG employee;
- e) protect QG's confidential and sensitive information;
- f) attend on time and perform their volunteer work in a reliable manner; and
- g) advise QG if they will be late or are unable to attend.

The following responsibilities apply to Interns only. Interns assisting QG have a responsibility to:

- a) adhere to any relevant QUT University Policy and/or Course requirements; and
- b) complete a minimum period of working days as set out by QUT University's Internship requirements. The manner in which the intern completes the time period is subject to agreement between the intern, the QG and the relevant QUT University faculty

Statement of QG's Responsibilities to Students

QG will:

- a) interview and engage students in accordance with anti-discrimination and equal opportunity legislation;
- b) provide Interns and Volunteers with orientation, training and supervision during their voluntary work;
- c) provide Interns and Volunteers with a healthy and safe environment;
- d) develop clear volunteer role statements;

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- e) apply relevant policies and procedures; and
- f) reimburse any expenses incurred with prior authority of QG

With respect to Interns, QG will also:

- a) provide an Assessment Form to the relevant QUT University Faculty at the completion of the placement; and
- b) liaise with the relevant QUT University Industry Placements Officer (or relevant role) in relation to all performance matters.

Disclosure

Interns and Volunteers are required to advise their supervisor if they are being investigated for any crime or have been charged with any criminal offence that is relevant to their voluntary work with QG.

Interns and Volunteers must disclose any medical conditions, illness or injury that may affect their capacity to perform their voluntary work with QG.

Improving and Terminating the Engagement

In some situations, QG might consider that a particular internship or volunteer placement is not beneficial. In such cases, QG will discuss its concerns with the Intern or Volunteer. In order to improve the internship or volunteer placement, QG may request that the Intern or Volunteer undertake additional training or may re-assign the Intern or Volunteer another area or volunteer position. In some limited cases, QG may decide to terminate the engagement of the Intern or Volunteer.

With respect to Interns, any decisions of this nature will be made in consultation with the QUT University Industry Placement Officer or Faculty Office.

Complaints

Interns and Volunteers have the right to express concerns or dissatisfaction. The QG Complaints Handling Procedure should be followed. If possible, Interns and Volunteers should raise concerns with their supervisor. If Interns or Volunteers feel uncomfortable doing so, they can arrange to speak with the QUT University Industry Placement Officer (where applicable) or the QG General Manager.

All complaints will be dealt with sensitively and as quickly as possible.

- a) Interns and Volunteers may have a support person present at any discussions.
- b) confidentiality and privacy will be maintained at all times.

Breach of Policy

QG treats any breach of its policies or procedures seriously. QG encourages reporting of concerns about non-compliance and will manage compliance in accordance with the Enterprise Agreement, Disciplinary Policy and contract terms.

Governance

Related Policies & Procedures	<ul style="list-style-type: none">• QG Work Placement and Internship Agreement• Relevant QUT University Policies, Procedures and course requirements
Legislation Mandating Compliance	<ul style="list-style-type: none">• N/A
Policy Owner	The General Manager
QG Council Approval	Date
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